

## ABSTRACT

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The invention is directed to a system for providing a remote support service between at least one support-service provider's site and a customer's site having a customer's information technological (IT) infrastructure, comprising: an information collecting component which collects information about the customer's IT infrastructure; a storage component which stores collected information according to a data model modeling at least part of the customer's IT infrastructure; an information-transferring component capable of transferring at least part of the collected or stored information or a representation of it to the support-service provider; and an analysis component which analyzes the stored or transferred information or representation as a basis for the provision of the remote support services. The invention is also directed to a corresponding method and computer program product.

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